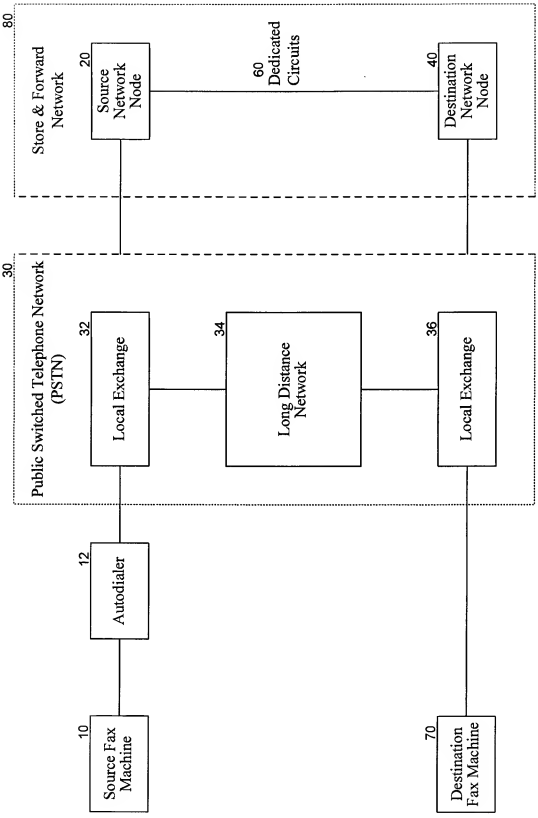
80
Store & Forward Network
20
Source Network Node
60
Dedicated Circuits
40
Destination Network Node
30
Public Switched Telephone Network (PSTN)
32
Local Exchange
34
Long Distance Network
36
Local Exchange
12
Autodialer
10
Source Fax Machine
70
Destination Fax Machine

FIG. 1

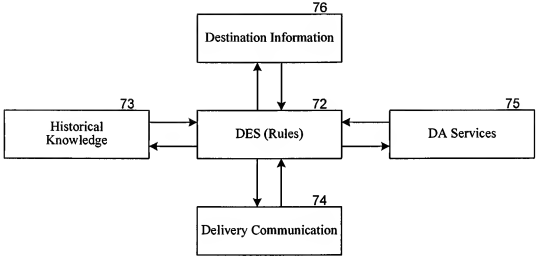
76
Destination Information
73
Historical Knowledge
72
DES (Rules)
75
DA Services
74
Delivery Communication

FIG. 2

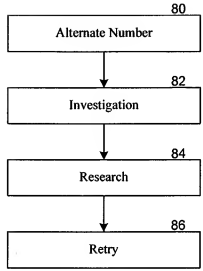

FIG. 3

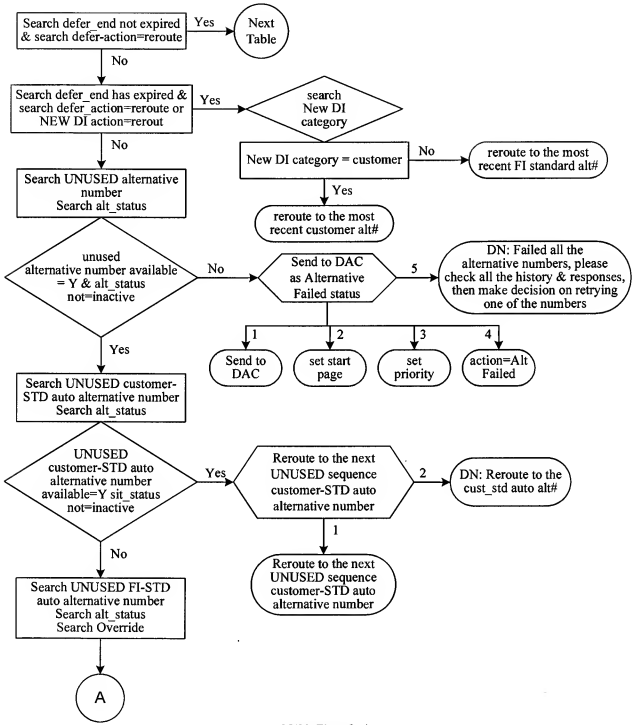
Search defer_end not expired & search defer-action=reroute
Yes
Next Table
No
Search defer_end has expired & search defer_action=reroute or NEW DI action=rerout
Yes
search New DI category
No
New DI category = customer
No
reroute to the most recent FI standard alt#
Yes
reroute to the most recent customer alt#
Search UNUSED alternative number Search alt_status
unused alternative number available = Y & alt_status not=inactive
No
Send to DAC as Alternative Failed status
5
DN: Failed all the alternative numbers, please check all the history & responses, then make decision on retrying one of the numbers
1
2
3
4
Send to DAC
set start page
set priority
action=Alt Failed
Yes
Search UNUSED customer-STD auto alternative number Search alt_status
UNUSED customer-STD auto alternative number available=Y sit_status not=inactive
Yes
Reroute to the next UNUSED sequence customer-STD auto alternative number
2
DN: Reroute to the cust_std auto alt#
1
Reroute to the next UNUSED sequence customer-STD auto alternative number
No
Search UNUSED FI-STD auto alternative number Search alt_status Search Override
A

FIG. 4A

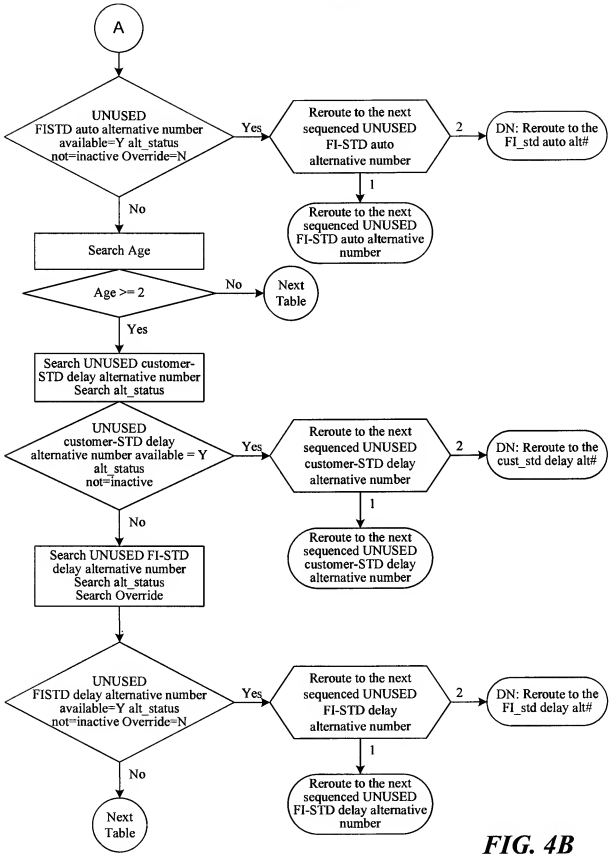
A
UNUSED FISTD auto alternative number available=Y alt_status not=inactive Override=N
Yes
Reroute to the next sequenced UNUSED FI-STD auto alternative number
2
DN: Reroute to the FI_std auto alt#
1
Reroute to the next sequenced UNUSED FI-STD auto alternative number
No
Search Age
Age >= 2
No
Next Table
Yes
Search UNUSED customer-STD delay alternative number Search alt_status
UNUSED customer-STD delay alternative number available = Y alt_status not=inactive
Yes
Reroute to the next sequenced UNUSED customer-STD delay alternative number
2
DN: Reroute to the cust_std delay alt#
1
Reroute to the next sequenced UNUSED customer-STD delay alternative number
No
Search UNUSED FI-STD delay alternative number Search alt_status Search Override
UNUSED FISTD delay alternative number available=Y alt_status not=inactive Override=N
Yes
Reroute to the next sequenced UNUSED FI-STD delay alternative number
2
DN: Reroute to the FI_std delay alt#
1
Reroute to the next sequenced UNUSED FI-STD delay alternative number
No
Next Table

FIG. 4B

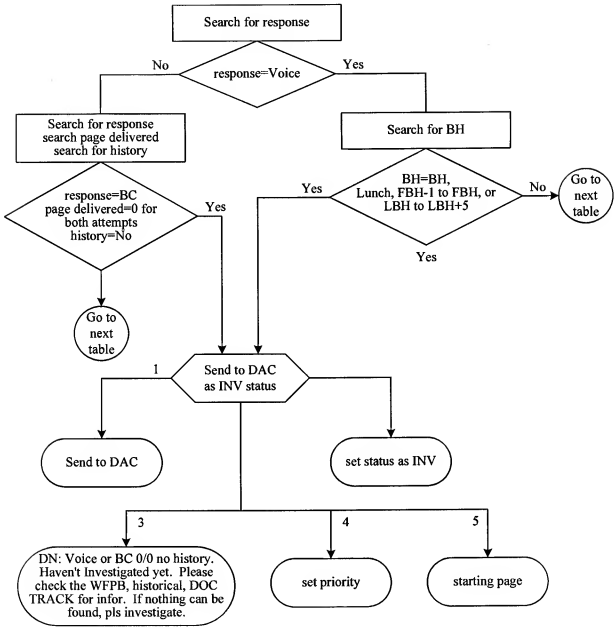
Search for response
response=Voice
No
Yes
Search for response search page delivered search for history
Search for BH
response=BC page delivered=0 for both attempts history=No
Yes
BH=BH, Lunch, FBH-1 to FBH, or LBH to LBH+5
Yes
No
Go to next table
Yes
Go to next table
1
Send to DAC as INV status
Send to DAC
set status as INV
3
4
5
DN: Voice or BC 0/0 no history. Haven't Investigated yet. Please check the WFPB, historical, DOC TRACK for infor. If nothing can be found, pls investigate.
set priority
starting page

FIG. 5

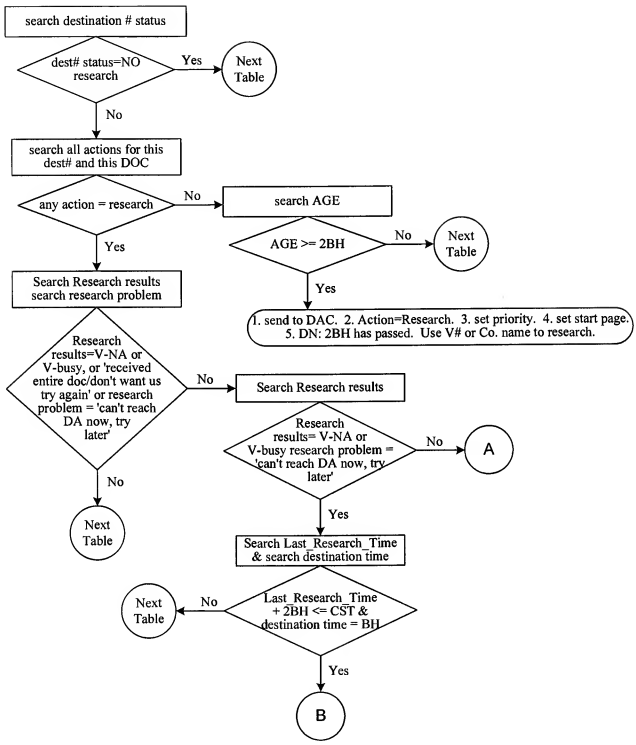
search destination # status
dest# status=NO research
Yes
Next Table
No
search all actions for this dest# and this DOC
any action = research
No
search AGE
AGE >= 2BH
No
Next Table
Yes
Search Research results search research problem
Yes
1. send to DAC. 2. Action=Research. 3. set priority. 4. set start page. 5. DN: 2BH has passed. Use V# or Co. name to research.
Research results=V-NA or V-busy, or 'received entire doc/don't want us try again' or research problem = 'can't reach DA now, try later'
No
Search Research results
Research results= V-NA or V-busy research problem = 'can't reach DA now, try later'
No
A
No
Next Table
Yes
Search Last_Research_Time & search destination time
Next Table
No
Last_Research_Time + 2BH <= CST & destination time = BH
Yes
B

FIG. 6A

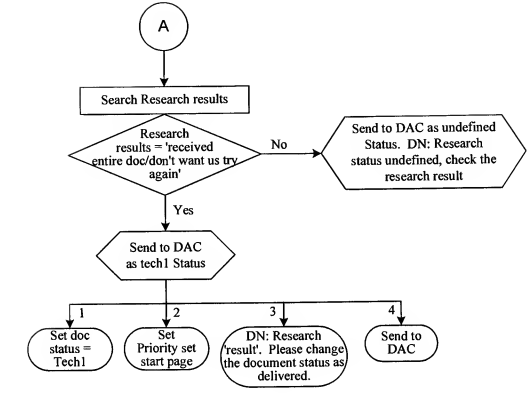
A
Search Research results
Research results = 'received entire doc/don't want us try again'
No
Send to DAC as undefined Status. DN: Research status undefined, check the research result
Yes
Send to DAC as tech1 Status
1
2
3
4
Set doc status = Tech1
Set Priority set start page
DN: Research 'result'. Please change the document status as delivered.
Send to DAC
B
Send to DAC as research Status
1
2
3
4
5
Set doc status = research
Set Priority
DN: Research 'result'. 2BH has passed since the last research, research again.
Send to DAC
set start page

FIG. 6B

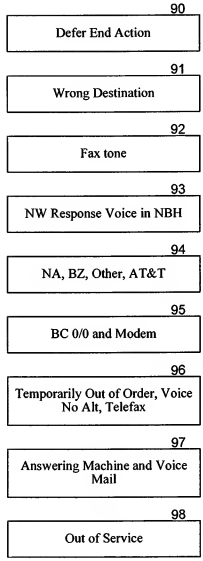
90
Defer End Action
91
Wrong Destination
92
Fax tone
93
NW Response Voice in NBH
94
NA, BZ, Other, AT&T
95
BC 0/0 and Modem
96
Temporarily Out of Order, Voice No Alt, Telefax
97
Answering Machine and Voice Mail
98
Out of Service

FIG. 7

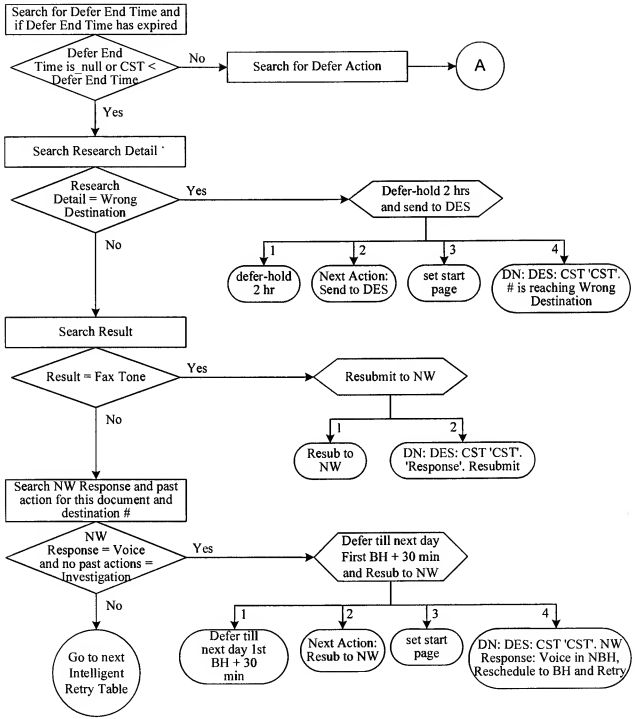
Search for Defer End Time and if Defer End Time has expired
Defer End Time is_null or CST < Defer End Time
No
Search for Defer Action
A
Yes
Search Research Detail
Research Detail = Wrong Destination
Yes
Defer-hold 2 hrs and send to DES
1
2
3
4
defer-hold 2 hr
Next Action: Send to DES
set start page
DN: DES: CST 'CST', # is reaching Wrong Destination
No
Search Result
Result = Fax Tone
Yes
Resubmit to NW
1
2
Resub to NW
DN: DES: CST 'CST', 'Response', Resubmit
No
Search NW Response and past action for this document and destination #
NW Response = Voice and no past actions = Investigation
Yes
Defer till next day First BH + 30 min and Resub to NW
No
1
2
3
4
Go to next Intelligent Retry Table
Defer till next day 1st BH + 30 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST', NW Response: Voice in NBH, Reschedule to BH and Retry

FIG. 8A

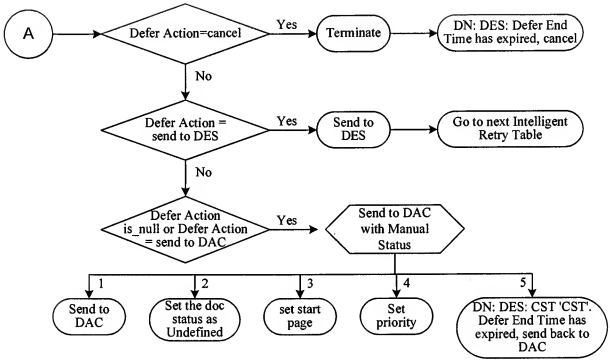
A
Defer Action=cancel
Yes
Terminate
DN: DES: Defer End Time has expired, cancel
No
Defer Action = send to DES
Yes
Send to DES
Go to next Intelligent Retry Table
No
Defer Action is_null or Defer Action = send to DAC
Yes
Send to DAC with Manual Status
1
2
3
4
5
Send to DAC
Set the doc status as Undefined
set start page
Set priority
DN: DES: CST 'CST': Defer End Time has expired, send back to DAC

FIG. 8B

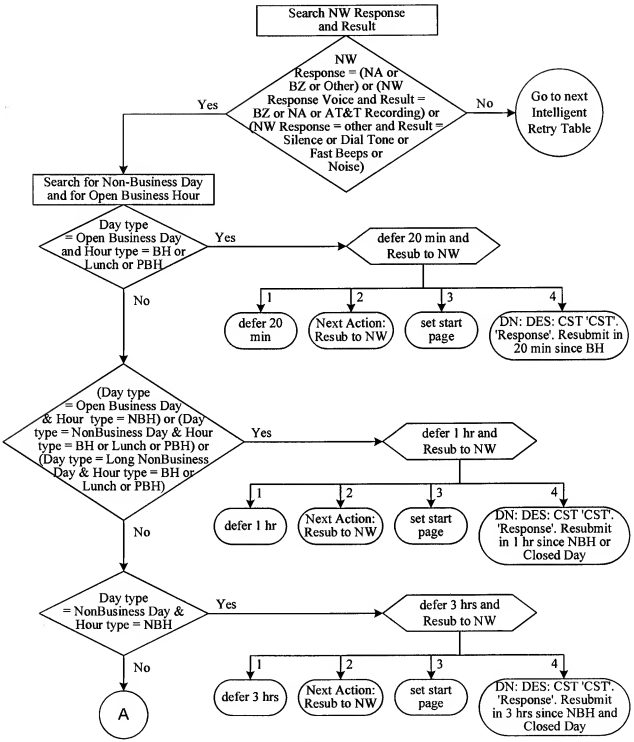
Search NW Response and Result
NW Response = (NA or BZ or Other) or (NW Response Voice and Result = BZ or NA or AT&T Recording) or (NW Response = other and Result = Silence or Dial Tone or Fast Beeps or Noise)
Yes
No
Go to next Intelligent Retry Table
Search for Non-Business Day and for Open Business Hour
Day type = Open Business Day and Hour type = BH or Lunch or PBH
Yes
defer 20 min and Resub to NW
No
1
2
3
4
defer 20 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST': 'Response'. Resubmit in 20 min since BH
(Day type = Open Business Day & Hour type = NBH) or (Day type = NonBusiness Day & Hour type = BH or Lunch or PBH) or (Day type = Long NonBusiness Day & Hour type = BH or Lunch or PBH)
Yes
defer 1 hr and Resub to NW
No
1
2
3
4
defer 1 hr
Next Action: Resub to NW
set start page
DN: DES: CST 'CST': 'Response'. Resubmit in 1 hr since NBH or Closed Day
Day type = NonBusiness Day & Hour type = NBH
Yes
defer 3 hrs and Resub to NW
No
1
2
3
4
defer 3 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST': 'Response'. Resubmit in 3 hrs since NBH and Closed Day
A

FIG. 9A

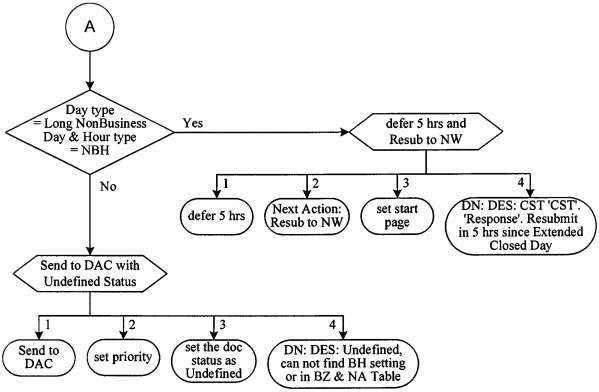
A
Day type = Long NonBusiness Day & Hour type = NBH
Yes
No
defer 5 hrs and Resub to NW
1
2
3
4
defer 5 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Resubmit in 5 hrs since Extended Closed Day
Send to DAC with Undefined Status
1
2
3
4
Send to DAC
set priority
set the doc status as Undefined
DN: DES: Undefined, can not find BH setting or in BZ & NA Table

FIG. 9B

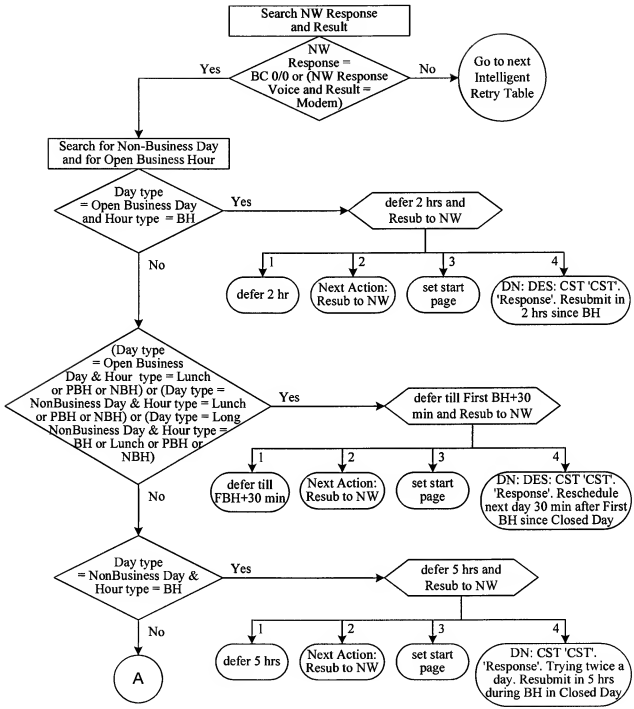
Search NW Response and Result
NW Response = BC 0/0 or (NW Response Voice and Result = Modem)
Yes
No
Go to next Intelligent Retry Table
Search for Non-Business Day and for Open Business Hour
Day type = Open Business Day and Hour type = BH
Yes
defer 2 hrs and Resub to NW
No
1
2
3
4
defer 2 hr
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Resubmit in 2 hrs since BH
(Day type = Open Business Day & Hour type = Lunch or PBH or NBH) or (Day type = NonBusiness Day & Hour type = Lunch or PBH or NBH) or (Day type = Long NonBusiness Day & Hour type = BH or Lunch or PBH or NBH)
Yes
defer till First BH+30 min and Resub to NW
1
2
3
4
defer till FBH+30 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Reschedule next day 30 min after First BH since Closed Day
No
Day type = NonBusiness Day & Hour type = BH
Yes
defer 5 hrs and Resub to NW
No
1
2
3
4
defer 5 hrs
Next Action: Resub to NW
set start page
DN: CST 'CST'. 'Response'. Trying twice a day. Resubmit in 5 hrs during BH in Closed Day
A

FIG. 10A

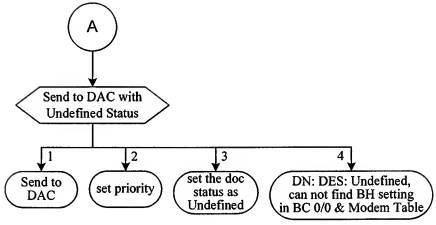
A
Send to DAC with Undefined Status
1
2
3
4
Send to DAC
set priority
set the doc status as Undefined
DN: DES: Undefined, can not find BH setting in BC 0/0 & Modem Table

FIG. 10B

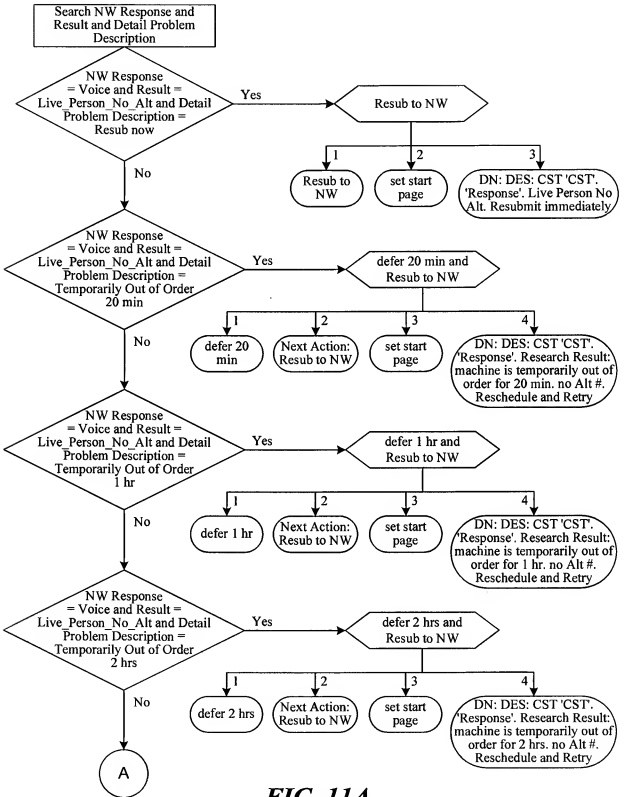
Search NW Response and Result and Detail Problem Description
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Resub now
Yes
Resub to NW
1
2
3
Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Live Person No Alt. Resubmit immediately
No
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Temporarily Out of Order 20 min
Yes
defer 20 min and Resub to NW
1
2
3
4
defer 20 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Research Result: machine is temporarily out of order for 20 min. no Alt #. Reschedule and Retry
No
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Temporarily Out of Order 1 hr
Yes
defer 1 hr and Resub to NW
1
2
3
4
defer 1 hr
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Research Result: machine is temporarily out of order for 1 hr. no Alt #. Reschedule and Retry
No
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Temporarily Out of Order 2 hrs
Yes
defer 2 hrs and Resub to NW
1
2
3
4
defer 2 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Research Result: machine is temporarily out of order for 2 hrs. no Alt #. Reschedule and Retry
No
A

FIG. 11A

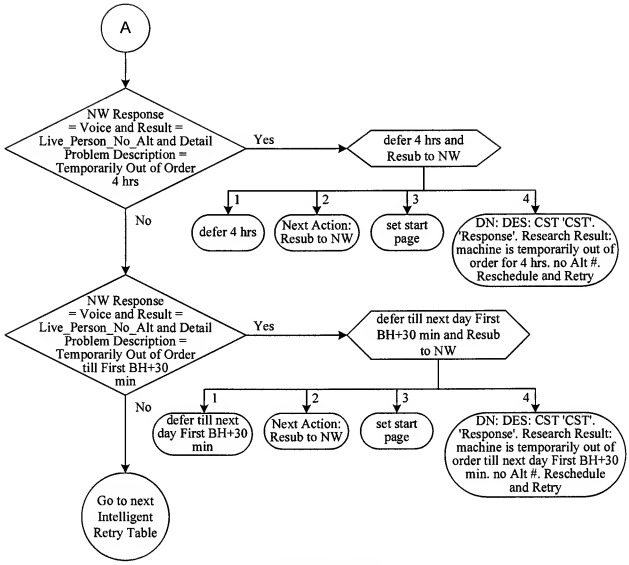
A
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Temporarily Out of Order 4 hrs
Yes
defer 4 hrs and Resub to NW
1
2
3
4
defer 4 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Research Result: machine is temporarily out of order for 4 hrs. no Alt #. Reschedule and Retry
No
NW Response = Voice and Result = Live_Person_No_Alt and Detail Problem Description = Temporarily Out of Order till First BH+30 min
Yes
defer till next day First BH+30 min and Resub to NW
1
2
3
4
defer till next day First BH+30 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Research Result: machine is temporarily out of order till next day First BH+30 min. no Alt #. Reschedule and Retry
No
Go to next Intelligent Retry Table

FIG. 11B

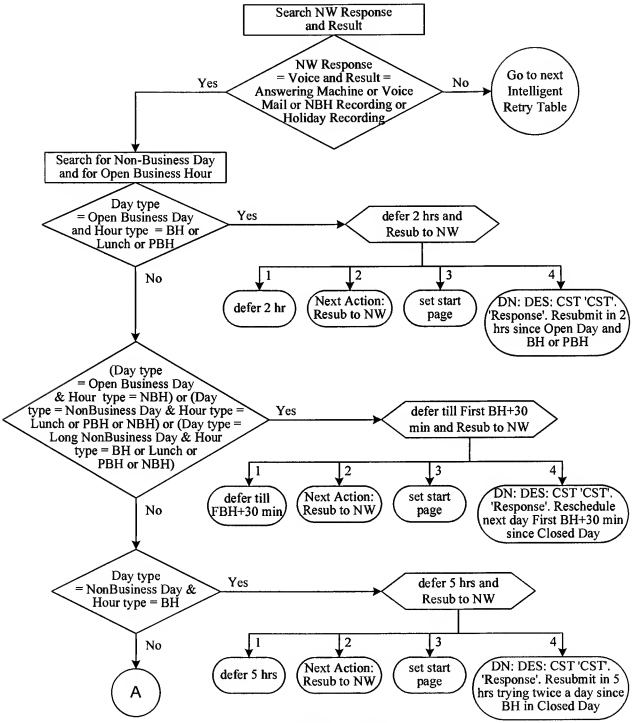
Search NW Response and Result
NW Response = Voice and Result = Answering Machine or Voice Mail or NBH Recording or Holiday Recording
Yes
No
Go to next Intelligent Retry Table
Search for Non-Business Day and for Open Business Hour
Day type = Open Business Day and Hour type = BH or Lunch or PBH
Yes
defer 2 hrs and Resub to NW
No
1
2
3
4
defer 2 hr
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Resubmit in 2 hrs since Open Day and BH or PBH
(Day type = Open Business Day & Hour type = NBH) or (Day type = NonBusiness Day & Hour type = Lunch or PBH or NBH) or (Day type = Long NonBusiness Day & Hour type = BH or Lunch or PBH or NBH)
Yes
defer till First BH+30 min and Resub to NW
1
2
3
4
defer till FBH+30 min
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Reschedule next day First BH+30 min since Closed Day
No
Day type = NonBusiness Day & Hour type = BH
Yes
defer 5 hrs and Resub to NW
No
1
2
3
4
defer 5 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. 'Response'. Resubmit in 5 hrs trying twice a day since BH in Closed Day
A

FIG. 12A

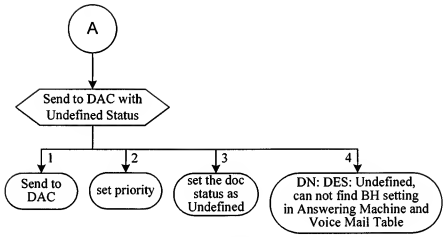
A
Send to DAC with Undefined Status
1
2
3
4
Send to DAC
set priority
set the doc status as Undefined
DN: DES: Undefined, can not find BH setting in Answering Machine and Voice Mail Table

FIG. 12B

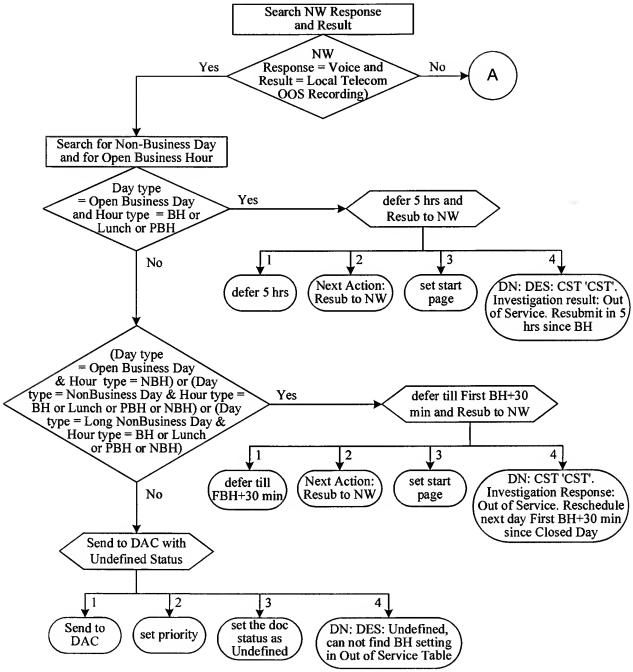
Search NW Response and Result
NW Response = Voice and Result = Local Telecom OOS Recording)
Yes
No
A
Search for Non-Business Day and for Open Business Hour
Day type = Open Business Day and Hour type = BH or Lunch or PBH
Yes
defer 5 hrs and Resub to NW
No
1
2
3
4
defer 5 hrs
Next Action: Resub to NW
set start page
DN: DES: CST 'CST'. Investigation result: Out of Service. Resubmit in 5 hrs since BH
(Day type = Open Business Day & Hour type = NBH) or (Day type = NonBusiness Day & Hour type = BH or Lunch or PBH or NBH) or (Day type = Long NonBusiness Day & Hour type = BH or Lunch or PBH or NBH)
Yes
defer till First BH+30 min and Resub to NW
1
2
3
4
defer till FBH+30 min
Next Action: Resub to NW
set start page
DN: CST 'CST'. Investigation Response: Out of Service. Reschedule next day First BH+30 min since Closed Day
No
Send to DAC with Undefined Status
1
2
3
4
Send to DAC
set priority
set the doc status as Undefined
DN: DES: Undefined, can not find BH setting in Out of Service Table

FIG. 13A

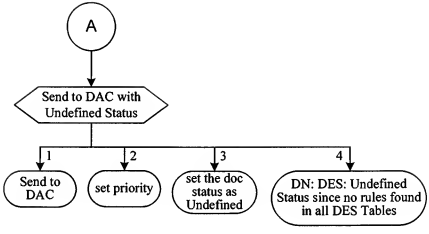
A
Send to DAC with Undefined Status
1
2
3
4
Send to DAC
set priority
set the doc status as Undefined
DN: DES: Undefined Status since no rules found in all DES Tables

FIG. 13B

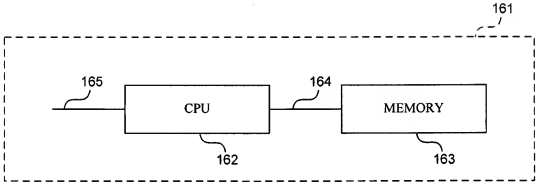

FIG. 14